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# ADDENDUM: APRIL 2024

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This section provides new information regarding the Model 1700 that is not documented in this manual.

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## SD CARD CORRUPTION REQUIRES INTERVENTION

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AMI testing and field operations have identified a problem that can prevent the unit from booting normally. The symptom is a unit that, when powered on, appears to freeze at the AMI logo and never displays the Home screen.

The root cause of this issue has not been isolated to any single reason, but recovering from this state requires manual intervention. Upgrading to the latest released firmware after recovery is recommended if this problem occurs.

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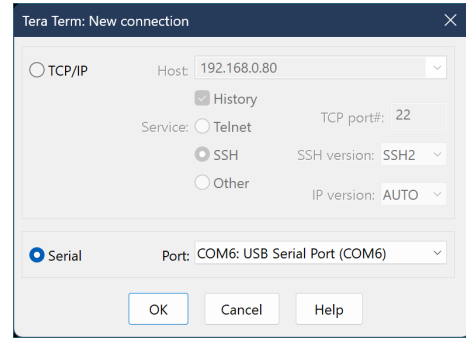
### MANUAL RECOVERY

In order to observe the boot process, a standard USB-to-serial device<sup>1</sup> is required. The required cable connectors are USB-A and D-sub 9-pin (DB9) male. Connect the USB end to a host computer and the DB9 connector to the RS-232 port on the rear of the unit.

A terminal emulation application is required on the host computer in order to communicate with the unit such as TeraTerm<sup>2</sup>, PuTTY<sup>3</sup>, HyperTerminal, etc.

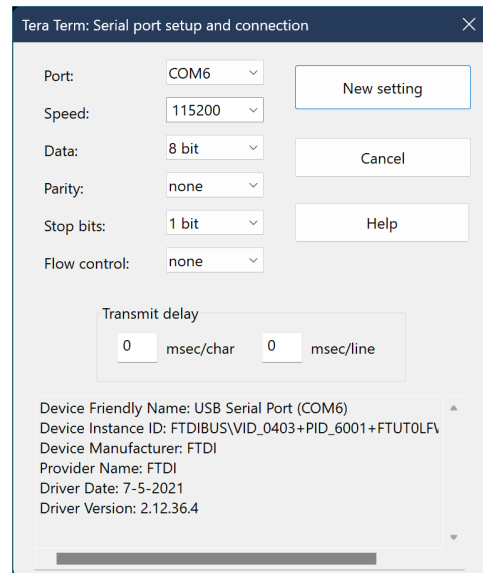
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1. AMI recommends FTDI USB-to-serial cables. See [DigiKey part # 768-1084-ND](#).
  2. The Tera Term application is open-sourced and is available at: <https://teratermproject.github.io/index-en.html>.
  3. PuTTY is available at: <https://putty.org/>.

1. Start a terminal emulator program on the remote computer. As an example, this procedure will use the open-sourced Tera Term program running on a Windows machine. You are greeted immediately with the *Tera Term New Connection* dialog.

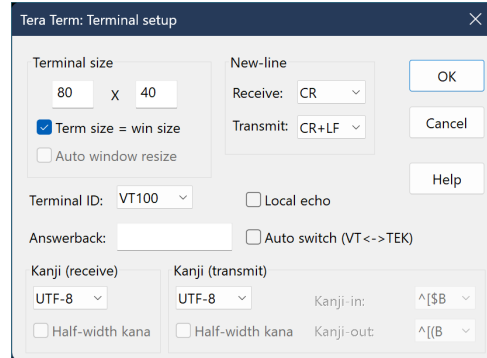


2. Choose the *Serial* option and then the *Port* to which the unit is connected. This example illustrates *COM6: USB Serial Port (COM6)*, which in this example is the port assigned by Windows to the USB-to-serial adapter cable. Press *OK*.

3. Use the *Setup | Serial Port...* menu command in Tera Term to show the serial port setup and connection dialog. Set the parameters as shown at right. *Port* selection is specific to your computer and how the USB-to-serial cable is assigned.

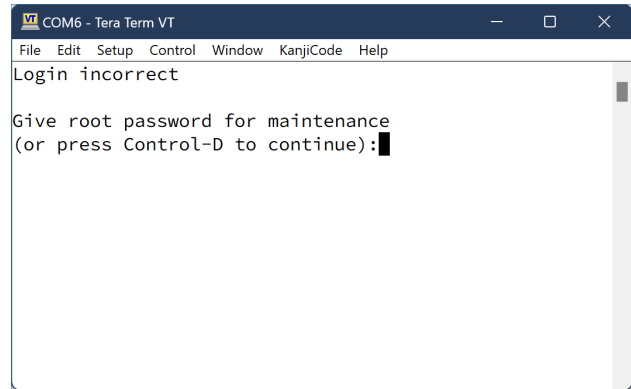


4. Use the *Setup | Terminal...* command in Tera Term to show the terminal setup parameters. Set the parameters as shown at right. You may choose the *Terminal size* per your preference and screen size.



5. Optionally choose the *Setup | Save Setup...* menu selection in Tera Term to save these settings as the default for new sessions. Depending on where you install Tera Term, you may need to specify a different *Setup directory* depending on your account privileges.

- The terminal may initially show nothing. Press the ENTER key on the host computer to get a response that should appear similarly to the capture shown at right.

A screenshot of a terminal window titled "COM6 - Tera Term VT". The window has a menu bar with "File", "Edit", "Setup", "Control", "Window", "KanjiCode", and "Help". The terminal output shows "Login incorrect" followed by "Give root password for maintenance (or press Control-D to continue):" with a cursor at the end of the line.

- Enter the root password for the unit. Contact your Authorized AMI Technical Support Representative for the password.

- At the resulting terminal prompt, enter the following commands shown in bold:

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root@AMI17XX:~# umount -f /dev/mmcblk1p1  
root@AMI17XX:~# fsck /dev/mmcblk1p1
```

- The fsck command may require answering several questions about repair. Press the 'y' key to answer affirmatively for each.

**NOTE** Using the **-y** option for fsck does not appear to effect proper repair. Please enter the 'y' answer *manually* for all prompts.

- Once the fsck process is complete and the prompt is shown again, type 'reboot' and press ENTER. The unit should reboot normally to the Home screen.

Performing this sequence should recover the unit and allow it to boot to the Home screen and save the delay and expense of shipping the unit to AMI for repair. If after upgrading the firmware to the latest version this problem recurs, please contact your Authorized AMI Technical Support Representative for further assistance.

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## AMI TECHNICAL SUPPORT CONTACTS

You may contact an AMI Technical Support Representative at (865) 482-1056 for further assistance. The AMI technical support group may also be reached by internet e-mail at **support@americanmagnetics.com**. Additional technical information, latest software releases, etc. are available at the AMI web site at:

**<http://www.americanmagnetics.com>**

Do not return the unit to AMI without prior return authorization.

